Issues Communication Procedure for the Pilot Production Environment of SDI

For a list of role players' full names, contact information, and acronyms, see Section 3 of this procedure.

1. General Issues Communication Flow

This flow is for general issues such as bugs, inability to print, and other cases in which the SDI is still functioning overall. See Section 2 for reporting outages.

1) *Users* report all problems encountered directly to the DHHS Customer Support Help Desk.

2) The *DHHS Customer Support Help Desk* is reached by calling 919 855-3200, option #2, to open a trouble ticket.

3) If the problem is technical, including an outage or connectivity issue, the *Help Desk* emails the Middleware Team and copies Team 54 (FSIS support), DSS Information Support, and the SDI Team.

4) The *Middleware Team* determines the cause and either corrects the issue (if it is confined to SDI) or forwards the ticket to Team 54 (if it is an FSIS issue), copying the SDI Team and DSS Information Support on all emails.

5) If the problem is a FSIS procedural matter or a Food Stamp Program policy issue, the *Help Desk* emails DSS Information Support with the ticket information.

6) The *responding team* notifies the Help Desk of the resolution of the ticket for the reported problem.

7) After a resolution is in place, the user(s) is notified per Help Desk procedures and the ticket is closed.

2. Outage Communication Flow

The following possible scenarios will be adopted for SDI in the "Beta Pilot" Production environment:

- Planned Maintenance: Planned maintenance will occur at the same time as scheduled FSIS downtime.
- Unexpected SDI outages: This classification refers to instances when the SDI application goes down without any preparation or notice due to hardware or software failure, etc.

2.1. Planned Maintenance Procedure

Planned maintenance will be scheduled at the same time as planned FSIS maintenance, during weekend maintenance windows.

A member of the NC FAST Business Team will be appointed to attend all mainframe steering committee meetings and will have access to QA Track Record, the software used by the DIRM Operations and Support Teams to track defects and system enhancement requests.

At a minimum, the mainframe team will ensure that at the time a detail design document is approved for system modifications to a system utilizing SDI for interface with county systems, the SDI team is notified and a copy of the document is available to the SDI team for analysis and appropriate changes to SDI to coordinate with release of the mainframe changes.

DSS will follow the following procedure for planned enhancements also referred as *System Incident Request (SIR) Procedure*

1) Review problem with initiator and/or DSS Information Support for confirmation and open ticket in QA Track Record.

2) Perform analysis to determine potential resolution(s).

3) Determine resource requirements and availability for resolution options (this may include extended resources from Tech Support, Networking, etc.).

4) Review options/recommendations with DSS Information Support to determine course of action.

5) Development of problem resolution, QA, System Test.

6) User Acceptance Test.

7) Emergency implementation if required, otherwise schedule implementation as part of upcoming release.

8) Provide implementation support/monitoring as needed.

9) Close QA Track Record ticket.

10) DSS Information Support will notify counties via a Terminal Message, if appropriate.

2.2.   Unexpected Outages - Procedure

DSS will follow the following procedure for unexpected outages procedure

1) *County Users* report the outage to the DHHS Customer Support Help Desk.

2) The *Help Desk* opens a ticket.

3) If the *Help Desk* **can** access the FSIS application, then the issue is an SDI problem. The *Help Desk* forwards the ticket to the Middleware Team and the SDI Team. Go to Step 5.

4) If the *Help Desk* **cannot** access the FSIS application, then the issue is an FSIS problem. The *Help Desk* opens a ticket and notifies Team 54, Middleware Team, and the SDI Team. The issue then follows the FSIS communication flow (this procedure is complete).

5) The *SDI Team* assesses the situation as quickly as possible to devise the appropriate mode of attack and determine approximate downtime.

   If the problem will require minimal downtime (up to or less than 1 hour), the *SDI Team* notifies the Help Desk with the appropriate message to send to affected user(s).

   The *Help Desk* staff creates appropriate electronic text messages and delivers them to:

   - SDI List Serv
   - SDI Team
   - County SDI Users

OR

   If the problem will require extended downtime (more than 1 hour), the *SDI Team* notifies the Help Desk.

   The *Help Desk* staff creates appropriate electronic text messages and delivers the messages to:

   - SDI List Serv
   - SDI Team

Once the SDI is functioning again, the Help Desk is informed per standard procedures. The *Help Desk* then creates and distributes messages to the same groups notified in Step 5 and closes the ticket.

> **NOTE**
>
> Technical and Customer Support is available **Monday through Friday, 8:00 a.m. - 5:00 p.m.** only.

3. Contact Information

Name	Contact
Help Desk	**DHHS Customer Support Help Desk:** Provides customer support for all DHHS-supported applications. They already have established procedures which are not repeated in this procedure. Contact the Help Desk by calling (919) 855-3200, option 2. The group email is DHHS.Customer.Support.Center@ncmail.net.
Middleware Team	**DIRM Technical Support Middleware:** DHHS support team for NC FAST SDI issues, commonly known as the Middleware Team. The group email is tech.support.request.middleware@ncmail.net. This team can be contacted by the DHHS Help Desk and SDI Team.
SDI List Serv	**County email group for FSIS users:** The SDI List Serv has not been established yet, as the New Hanover group is already available and the pilot is only in that county. However, once SDI begins production rollouts, a true SDI List Serv will be created.
SDI Team	**NC FAST SDI Development Team:** Manages SDI issues. The group email is NCFAST.SDI@ncmail.net.
Team 54	**DIRM Technical Support Team 54:** DHHS support team for Food Stamp system (FSIS) issues. This team can only be contacted by the DHHS Help Desk, DSS Information Support team, and the SDI Team. The group email is DHHS.DIRM.FSISQA@ncmail.net.